

## Customer Complaint

To Regional Manager of Flying J, Kyle Ross,

For the past week, my business partners and I have been constantly harassed and discriminated against by the manager Jason Kidd at Flying J on 1043 Jimmie Kerr Rd.

Before the series of horrific and hostile incidents that occurred this past week against me and my business partners, we enjoyed coming to this establishment, since it had all our needs for our company news van, restaurant to eat, laundry, showers etc. We were almost daily customers, spending money here daily whether on food, RV dump stations, gas, showers, and so on. The staff was overall very friendly, welcoming and nice, and we had no problems here whatsoever.

Last Tuesday, early in the morning, my business partner and I had to take an important business call. The music was loud in the building, so we decided to step into one of the open showers where it was quiet to take the call. We had our business laptop out, all our clothes on; we did not touch the shower, toilet or sink to use it at all during this time. There was absolutely no reason why anyone would assume we were taking a shower. We got a knock on the door and we opened it to see the one of the night-shift managers standing there, asking us if we have a receipt for the shower, and telling us we cannot take a shower. We at first felt very confused, because we weren't taking a shower in the first place. We politely and calmly informed her that we were not taking a shower; we were taking an important business call. She still insisted on us leaving, so we packed up our laptop and left, not being able to finish our important business call.

Two days later on Thursday, my business partner informed me that Jason Kidd told him that we had to move our business news van off the property in one week. My business partner said he had no problem moving. Jason Kidd also made false accusations that we did not pay for a shower (with no validity, facts, or proof, just hearsay), which we thought we dealt with issue a couple days prior. It was very unprofessional to do such a thing, especially to hold the title as "manager". I am sure it is against company policy to discriminate against paying customers with hearsay and rhetoric. My business partner offered to show him all the receipts where we were paying for showers (and ironically he was the one to ring us up for them most of the time); on top of all the other money we spent there on gas, food, etc. He refused to see or acknowledge the facts and said he does not care. He refused to hear our side of the story. He was very disrespectful, hostile, and discriminatory, saying rude, racist remarks against indigenous people that are not even worth mentioning because they were so ignorant. He was making such a big scene that it was scaring the child we have guardianship over, my other business partner had to take him away so that he would not be traumatized any further. It was an embarrassment and an insult to us as a respectful company, to talk to us like children when we are paying customers, on top of saying we would steal from the

company. The false accusations that the manager put against us, had no validity or basis of facts, the only basis was hearsay, and racist discrimination and prejudice.

That night, I called the Flying J customer service to report the incident. The customer service representative, Jennifer, was very cooperative and helpful, creating a case number, and promised me that the regional manager will be in contact with me the next day.

Unprofessionally so, I never received a call back to this day, so now I am writing you this letter directly.

A few days passed since the incident with Jason Kidd, and since we received no call, we called customer service again. This time, we talked to Michael. He informed us that the first representative did not file the case number correctly to the regional manager, so he fixed that for us, and said that he will get this resolved as soon as possible. He was even willing to work with us that worst comes to worst, to get a Flying J professional drivers card, that gives a free shower credit, so that the facility can report to corporate that the one shower they gave false accusations of us of not paying for is giving credit for. He said that if the regional manager does not give a call by the next business day, to call back so that the issue can be resolved.

More time passes, and still we receive no call.

Throughout the week, the staff treated us very poorly. Jason Kidd would give us rude looks every time we walked in to purchase something or spend money. One day I brought in my dog to talk to my business partner about an urgent business matter. I was only planning to stay there for 5 minutes or less, and saw no signs posted anywhere in the facility that no pets were allowed. No less than 3 minutes in the facility, the manager Jason Kidd rudely comes up to me very aggressively and hostile, making me, my business partner and even the dog feel fearful and anxious. He said if the dog is not a service animal, you have to leave now, in a very aggressive tone. No greeting, or how are you doing, or just having plain human decency to politely inform me of the policy. I had no problem complying with the facility policy, rules, and regulations. Instead, he was extremely rude about it and again, made a big scene over something very minor.

Five days after the first incident, my business partner and I were doing work in the small eating area around 4 hours passed mid shadow hour. There was a man playing the slot machines that started smoking a cigarette right inside the facility where no smoking signs are posted everywhere. The whole place had a strong stench of smoke. On top of that, I'm pregnant, and the smoke was affecting both my lungs and my soon to be born child. We informed the staff on duty of the stench, but they seemed to not even care, and did nothing about it at the time of incident. On top of that, the eating area is extremely dirty and disgusting, trash, dirt and crumbs are everywhere that looked like there were there for days. It was so unsanitary that we even offered to clean it to the employee on duty, but he refused to let us do so, and

the trash was never cleaned. Later on that day, we reported this to the Health Department Inspector of Alamance County.

Six days later after the incident with Jason Kidd, we hear a loud banging on our door. It was so aggressive and loud, it felt like our door was going to break through and cave in, and that there was obvious damage on our private property/trust. The banging lasted for a good three to five minutes. We heard banging on the door, on the walls and on the windows. We felt scared and fearful for our lives, since the banging was so loud and aggressive like someone was trying to break in, we did not open the door nor see whom it was. Later our business partner who was rudely harassed by Jason Kidd who was inside informed us that the manager Jason Kidd was the one banging on the door. Especially after we saw the damage caused on the property (which we documented and can show records for if need) that was one of the last straws we had with the facility and the manager Jason Kidd, so we left the property. We were very traumatized by this incident, that it still gives us anxiety and stress to this day. The whole week put a toll on us mentally, physically, emotionally, spiritually, and financially, since it affected our business as well and our work ethic.

That day, we called customer service a third time, and they told us that the whole case was sent to the wrong store, and the case never reached the regional manager. Even though the customer service attempted to be helpful, it was very unprofessional to continue to make mistakes on such a serious issue. They corrected the address and told us once again we will receive a call from the regional manager. We never received it and probably never will.

The next day, we went back to Flying J to take a shower. I went up to Jason Kidd and handed him my card to pay for the shower. As I was about to pay he refused to give me a shower, saying I cannot come here anymore and that I had to leave. He asked if I am still parked on the Flying J property and I said no I am not on the property and he said are you parked at the Pilot, and I said why does it matter where I am parked when I am no longer on the Flying J Property in Haw River. He said he talked to the regional manager face to face the day before and the regional manager said we could not be on the property. I asked him do you have this documented on paper and he said no. I also informed him that I am in contact with the regional manager through customer service and that I am expecting a call from him to resolve this matter, and he told me: "Well the regional manager will not be contacting you." So now we are contacting you to see if this is true, why you never contacted us, and if you both conspired against us to cause this much trauma in our lives. Because on our end, we witnessed Jason Kidd lie over and over, first on when we had to leave, then on where and why we had to leave, now he says we are banned from all Flying J properties? He has escalated the situation beyond all bounds.

I assumed the conversation with Jason Kidd was over, and my business partner and I left the facility. As we walked out into the parking lot, Jason Kidd began stalking and harassing us outside, yelling at us and walking towards us very hostile and aggressively, making a big scene in front of everyone. I felt horrified, scared and

traumatized, and had a need to feel protected with how hostile he was acting. My business partner told him that if he continued to harass us that we will be putting a restraining order against him. Immediately after the incident we called the Alamance County Sheriff's office and left a message on what happened.

This whole experience has left us absolutely horrified with the Flying J Company, especially with the facility at Haw River and one of your employees Jason Kidd. Please respond to this email within 72 hours addressing each line, point for point, line by line, subject by subject. Everything within the contents of this letter must be addressed in its entirety and fully explained. We need evidence and proof of all that was falsely accused. This will be posted in a public domain for all eyes to see how racist, hostile, and discriminatory the company of Flying J is.

Sincerely,

Atlantis Awakes Trust